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**Transportation and Travel**

# **IT'S YOUR MOVE**

**Headquarters, Military Surface Deployment and Distribution Command  
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**UNCLASSIFIED**

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## INTRODUCTION

A successful move is not a matter of chance. It is the result of planning and hard work. At the center of these efforts is you—the customer. If you expect a good move, you must play an active role.

This pamphlet has been prepared to help you understand your allowances and responsibilities concerning shipment of household goods (HHG), unaccompanied baggage (UB), boats and firearms. It will also help you understand your allowances and responsibilities in filing a claim for any loss and damage that may occur.

If you desire information concerning the shipment of a mobile home or privately owned vehicle (POV), ask your transportation office for a copy of the pamphlet. Shipping Your POV, pamphlet may be found at [www.sddc.army.mil](http://www.sddc.army.mil), click on personal property/POV, Vehicles/POV, shipping and storing your POV. More websites are located in the back of this pamphlet.

If you are participating in the Personally Procured Move (PPM) Program, see the PPM section in this pamphlet.

Your new unit may assign you a sponsor who should contact you some weeks in advance of your reporting date. A sponsor can often provide information helpful to you in arranging a smooth move. Contact your new unit if you have not heard from your sponsor within a reasonable period. ***It's YOUR move. Ask questions. Read and understand what you sign. Get involved!***

### ***Valuable Tips***

Have expensive and valuable items (artwork, collectibles, heirlooms, etc.) appraised. The Government does not pay for the appraisals, but consider this part of your investment in the event of loss or damage. Attempt to locate original purchase receipts for your more expensive items and keep them separate from the rest of your shipment. Consider using a video camera or taking close-up pictures to record the condition of your furniture and the actual appearance of your expensive and/or valuable items prior to the HHG pack/pick-up dates. This could help in the event you must file a Loss/Damage Claim.

Do not ship small, extremely valuable items such as stocks, bonds, jewelry, coins/coin collections, and items of great sentimental value such as photo albums. Pack them in your suitcases and hand-carry them, as well as your purchase receipts, pictures, and appraisals.

Bear in mind that if you waive unpacking, the Transportation Service Provider (TSP) is not required to return later to unpack or remove the empty cartons and crates. An unpacking waiver lets the TSP off the hook for completing the job, including removing empty cartons, packing materials, and other debris. You should not be asked by the TSP's employees to help load or unload the truck. If you are asked and agree to do so, the TSP may try to use this as an excuse not to pay you for any loss or damage.

## *Allowances*

Joint Federal Travel Regulations (JFTR), par. U5310-B prescribes the maximum PCS weight allowances that is shipped and/or stored at Government expense based on the member's dependency status and rank. JFTR, par. U4710-B prescribes the TDY weight allowance based on the member's rank, which does not include pro-gear (professional gear) or required medical equipment.

<b>TABLE OF JOINT FEDERAL TRAVEL REGULATIONS WEIGHT ALLOWANCES (POUNDS)</b>			
<b>GRADE</b>	<b>Permanent Change of Station WITHOUT DEPENDENTS</b>	<b>Permanent Change of Station WITH DEPENDENTS</b>	<b>Temporary Duty WEIGHT ALLOWANCE</b>
<b>0-10 See Note 1</b>	18,000	18,000	2,000
<b>0-9</b>	18,000	18,000	1,500
<b>0-8</b>	18,000	18,000	1,000
<b>0-7</b>	18,000	18,000	1,000
<b>0-6</b>	18,000	18,000	800
<b>0-5/W-5</b>	16,000	17,500	800
<b>0-4/W-4</b>	14,000	17,000	800
<b>0-3/W-3</b>	13,000	14,500	600
<b>0-2/W-2</b>	12,500	13,500	600
<b>0-1/W-1 Service Academy Graduates</b>	10,000	12,000	600
<b>E-9 See Note 2/3</b>	13,000	15,000	600
<b>E-8</b>	12,000	14,000	500
<b>E-7</b>	11,000	13,000	400
<b>E-6</b>	8,000	11,000	400
<b>E-5</b>	7,000	9,000	400
<b>E-4</b>	7,000	8,000	400
<b>E-3 to E-1</b>	5,000	8,000	400
<b>Aviation Cadets</b>	7,000	8,000	400
<b>Service Academy Cadets and Midshipmen</b>			350

*Note 1: The Secretarial Process may authorize additional weight up to 2,000 pounds total for the Chiefs of Staff, U.S. Air Force and U.S. Army, the Chief of Naval Operations, the Commandant of the Marine Corps, and the Commandant of the Coast Guard.*

*Note 2: A member selected as Senior Enlisted Advisor to the Chairman of the Joint Chiefs of Staff, Sergeant Major of the Army, Chief Master Sergeant of the Air Force, Master Chief Petty Officer of the Navy, Sergeant Major of the Marine Corps, or Master Chief Petty Officer of the Coast Guard is authorized a weight allowance of:*

- 17,000 pounds with dependents and 14,000 pounds without dependents

*For PCS orders issued on or after the date notice of selection to that position and for the remainder of the military career.*

*Note 3: Senior Enlisted Advisor to the Chairman of the Joint Chiefs of Staff, Master Chief Petty Officer of the Navy, Master Chief of the Coast Guard, Chief Master Sergeant of the Air Force, or Sergeant of the Marine Corps is authorized a weight allowance of:*

- 800 pounds

*For TDY orders issued on or after receiving notice of selection to that position and for the remainder of the military career.*

**YOU—not your transportation officer or the TSP—is responsible for staying within your authorized weight allowance.** If the weight of items packed, shipped, or stored exceeds your weight allowance, **you must pay all charges connected with the excess weight.**

For this reason, estimating the weight of your HHG is very important. Estimates should start early, even before you visit your transportation officer to set up the move. The counselor at your transportation office needs an estimated weight for each shipment you intend to make.

An easy and usually dependable method for making this estimate is to figure 1,000 pounds per room (not including storage rooms or bathrooms), then add the estimated weight of large appliances and items in the garage, storage rooms, basement, etc. An optional method that is highly recommended is to use SDDC Weight Estimator methodology. The Weight Estimator form is located at the SDDC website [www.sddc.army.mil](http://www.sddc.army.mil), go to Personal Property/POV menu and click Programs. You will see on the left hand side of the page Weight Estimator, Weight Estimator Pamphlet and Weight Estimator Survey. This tool's purpose is to assist you and the Installation Transportation Office. The "Weight Estimator" can help you to estimate the weight of your shipment(s) prior to the start of the move process. This estimate should be brought along to the counseling session to help establish your estimated shipping weight. This

can be used to help prevent your shipment from being in excess weight status. The Weight Estimator Form is at website:

<http://www.sddc.army.mil/Public/Personal%20Property/Reference%20Library/Weight%20Estimator?summary=fullcontent>

Weight Estimator Pamphlet:

<http://www.sddc.army.mil/sddc/Content/Pub/7292/RTHCN7292.pdf>

### ***Weight Estimates Not Official***

Weight estimates are not official; they are planning tools only. You can never use weight estimates to refute excess weight charges.

### ***Excess Weight Can Cost Big Money***

Exceeding your authorized weight allowance on a move can cost you a lot of money. Charges for excess weight can range from several hundred to several thousand dollars. The total weight of property shipped and stored cannot exceed your authorized allowance.

Notification of overweight charges can take many months after your move is completed. **EXCESS COSTS SHOULD BE PAID BEFORE YOUR SHIPMENT IS MOVED IF YOU ARE SEPARATING FROM SERVICE AND WILL NOT REMAIN IN AN ACTIVE PAY STATUS.** Some services authorize issuance of DD 139 for an out of Service Debt Collection. If you have any questions, contact your transportation office.

### ***Verify Accuracy of Excess Cost***

The way to avoid excess weight charges is to stay within your authorized weight allowance by estimating early and disposing of unnecessary possessions. When you receive a notification for exceeding your weight allowance, check it carefully. Often times you may not have received credit for professional books, papers, and equipment (PBP&E), or some other household goods component. **The estimated weight of PBP&E/Pro-Gear must be provided during counseling and annotated on the DD 1299.** If you have any questions concerning your excess weight, contact your transportation office.

### ***Request for Reweigh***

The transportation office at origin or destination can authorize a reweigh of your HHG shipment at your request without cost to you. This ensures a reweigh of your HHG is completed or scheduled prior to accepting your HHG delivery. If you are available when your shipment is reweighed, you have the right to witness the reweigh and/or request to see the reweigh tickets for verification.

### ***Overseas Weight Limitations***

In some overseas areas, administrative weight restrictions may apply. If the area to which you are assigned provides Government furniture, for example, the Government may impose an administrative weight restriction, which would prevent you from shipping your full JFTR weight allowance overseas. The counselor at your transportation office can provide information on weight-restricted areas.

If you are administratively restricted, the Government stores the remainder of your HHG up to your full JFTR allowance, and/or ships the remainder to a designated place within CONUS for the duration of your overseas tour. UB is included in your JFTR weight allowance, but is in addition to your administrative HHG weight allowance. Authorized PBP&E are not counted against the full JFTR weight allowance or an administrative weight allowance. However, you must **declare an estimated amount during counseling that should be noted on the DD-1299 prior to HHG/UB pick-up.**

### ***Motorcycles or dirt bikes shipments***

Motorcycles or dirt bikes shipped as either POV or HHG are not authorized in some countries. If shipped to a prohibited location, the HHG or POV shipment may be held by customs and not released to you because of the unauthorized motorcycle or dirt bike. End result – a frustrated shipment because customs refused to release the HHG due to an unauthorized shipped vehicle.

### ***Consumable Items***

If you are assigned to a permanent duty station in a remote location listed in JFTR, Appendix F, Part I, are authorized to ship up to 1,250 pounds of suitable consumable goods per tour year (*i.e., 12-month tour – 1, 250 lbs; 18-month tour – 1,875 pounds*) of assignment. As with PBP&E, these items must be packed, marked, and weighed separately. The inventory should identify them as “consumable items.” Your counselor will advise you on this allowance.

### ***Professional Books, Papers, and Equipment (PBP&E)***

These are articles of HHG/UB in your possession needed for the performance of official duties at the next or a later destination. You must give the counselor an estimated PBP&E weight to enter on your application for shipment or storage. The estimated weight of PBP&E/Pro-Gear must be provided during counseling and annotated on the DD 1299. Law (case law in Comptroller General Decisions) does not support retroactive PBP&E/Pro-Gear weight allowances if you failed to claim the exempted weight prior to HHG pick-up. This constitutes an official declaration of intent to ship PBP&E. You also must separate professional items from the rest of your property so they may be **packed, marked, and weighed separately.** When **properly listed on the inventory and weighed,** they are not counted as part of your weight allowance. **Before signing the inventory prepared by the TSPs, be sure these items are listed as “PBP&E” or “Pro**

**Gear**” and not as “books” or “miscellaneous”. The proper designation of these items and the exclusion of the weight can be very important. PBP&E does NOT include office, household or shop fixtures, furniture (such as bookcases, desks, and file cabinets), or sports equipment.

When required to perform official duties, the following items are considered PBP&E:

- ☐ Reference books, papers, and material
- ☐ Instruments, tools and equipment needed by technicians, mechanics, and other professionals
- ☐ Specialized clothing such as diving suits, flying suits; band uniforms, and other apparel not considered a normal or usual uniform.
- ☐ Communications equipment used in connection with the Military Affiliated Radio System
- ☐ Individually owned or specially issued field clothing, or equipment (does not include BDU or/ DCU), official awards, and other memorabilia given to a member by a uniformed service, professional society or organization, or a U.S. or foreign government.
- ☐ Personal Computers and accompanying equipment used for official Government business (i.e., CPU, monitor, keyboard, mouse, 1 printer, 1 set of small computer speakers).
- ☐ Medical equipment necessary for medical treatment required by the member or dependent may be shipped in the same manner as PBP&E. Certification by an health care provider as necessary for medical treatment by the member or dependent is required. Medical equipment does not include a modified POV.

**NOTE:** PBP&E exclusions are sports equipment, and office, household, or shop fixtures or furniture (such as bookcases, study/computer desk, file cabinets and racks) of any kind even though used in connection with the PBP&E.

***Reminder:*** The estimated weight of PBP&E/Pro-Gear must be provided during counseling and annotated on the DD 1299.

## **BASIC FACTS**

### ***When to Make Arrangements***

If on active duty, you may ship personal property anytime after receipt of permanent change of station orders. Contact the transportation office early to increase the chances of having your HHG moved on the date you want. Pack dates are usually a day or two before the actual pick up date of your shipment. Pack dates can and do vary. However to ensure a smooth move, the TSP or their representative will coordinate the pack dates with you during the pre-move survey process. Delaying the call or visit can create hardships for everyone.



### ***Who to See***

The Army, Navy, Air Force, Marine Corps, and Coast Guard operate transportation offices. Your origin transportation office is your first point of contact when questions or problems about the movement of your personal property arise prior to shipment.

### ***What You May Ship As Household Goods***

You may ship all personal property associated with the home and all personal effects belonging to you and your dependents on the effective date of your permanent or temporary change of station orders. Also included are spare parts for a POV (i.e., extra tires and wheels, tire chains, tools, battery chargers, accessories) and a pickup tailgate when removed to install a camper. HHG includes snowmobiles, motorcycles, mopeds, and golf carts and their associated trailers and Utility trailers, with or without tilt beds, with a single axle, and an overall length of no more than 12 feet (from rear to trailer hitch), and no wider than 8 feet (outside tire to outsider tire). Side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than 4 feet (unless detachable). See JFTR, Appendix A, for complete definitions.

### ***Alcoholic Beverage Shipment***

JFTR, par. U5330-I states that shipment of alcoholic beverage, as HHG must conform to **27 USC §122**. Reference is below.

*Sec. 122. - Shipments into States for possession or sale in violation of State law. The shipment or transportation, in any manner or by any means whatsoever, of any spirituous, vinous, malted, fermented, or other intoxicating liquor of any kind from one State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, into any other State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, or from any foreign country into any State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, which said spirituous, vinous, malted, fermented, or other intoxicating liquor is intended, by any person interested therein, to be received, possessed, sold, or in any manner used, either in the original package or otherwise, in violation of any law of such State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, is prohibited.*

### ***What You May Not Ship As Household Goods***

The following items may ***not*** be shipped as HHG (includes, but is not limited to): an airplane, automobiles, camper trailers, farm equipment, trucks, vans, and similar motor vehicles. You may have a separate authorization for your POV when moving to, from or between overseas duty stations. Contact your transportation office for shipment or storage of POV information within CONUS or to/from/between OCONUS locations. Refer to JFTR, par. U5417 for shipping your POV program within CONUS.

**Shipping a POV:** <http://www.sddc.army.mil/sddc/Content/Pub/8808/DBCN8808.pdf>

**Storing a POV:** <http://www.sddc.army.mil/sddc/Content/Pub/8810/DBCN8810.pdf>

- ☐ Live animals including birds, fish, and reptiles
  - ☐ Articles of HHG acquired after the effective date of permanent change of station orders
  - ☐ Cordwood and building materials
  - ☐ Property for resale, disposal, business or commercial use rather than for use by the member and dependents, e.g., electronic equipment owned for use in a part-time disk jockey business.
  - ☐ Private owned live ammunition, powder, primers, or igniting devices.
- If you are not sure of an item, check with the Transportation office for more details.

***Note:*** *Government Claims Offices do not normally pay for damage to or loss of prohibited items, such as property kept for resale, disposal, business or commercial use, or for damages caused by shipping prohibited items, such as a fire caused by shipping an igniting device.*

Local laws or TSP regulations may prohibit commercial shipment of certain articles not listed above. Laws and regulations prohibit articles liable to impregnate or otherwise damage equipment or other property—for example, hazardous materials including explosives, flammable and corrosive materials, and poisons. Contact your transportation office if you have a question about any item refused for shipment by the TSP.

### ***Unaccompanied Baggage (UB)***

UB consists of items you or your dependents will need immediately on arrival at an OCONUS destination, pending receipt of your HHG. UB is packed separately and usually shipped separately from your HHG. Some authorized UB items are: seasonal clothing, essential linens, cooking utensils and dishes, collapsible items such as baby cribs/playpens and infant-care articles, a small radio, portable television, and items required for the care of dependents. Items such as refrigerators, washing machines and other major appliances or furniture must not be included in your unaccompanied baggage. Also, you should include PBP&E needed immediately to perform your official duties, which do not count against your weight allowances. After reviewing your orders, the counselor at the transportation office can determine your UB allowance.

***Reminder: The estimated weight of PBP&E/Pro-Gear must be provided during counseling and annotated on the DD 1299.***

### ***Boats***

#### ***WARNING!***

***REIMBURSEMENT OF BOAT SHIPMENT AND STORAGE EXPENSES ARE  
PARTIALLY REIMBURSED BY THE GOVERNMENT AND THE MEMBER  
BEARS FINANCIAL RESPONSIBILITY FOR THE OUT-OF-POCKET EXPENSES  
NOT PAID BY THE GOVERNMENT***

### ***Shipping Your Boat***

Boats may be shipped within CONUS or overseas (subject to host country restrictions). The definition of boats includes, but is not limited to, canoes, skiffs, sailboats, light rowboats, kayaks and dinghies, or sculls. You must ensure the boat and motor are securely fastened/strapped to the trailer.

### ***Shipping Your Boat Trailer***

The trailer must have a valid license; however, if the origin state does not require a license; a transit permit at the member's expense is necessary for the tow-away carrier to transport the boat trailer. Below are trailer safety standards that are necessary prior to the shipment of the boat trailer.

- ☐ The trailer must have working lights, wiring, and brakes (if so equipped).
- ☐ The trailer must be equipped with good tires and hubs that have been checked for adequate lubrication and good bearings.
- ☐ The trailer frame must not be bent, twisted, or broken.

### ***Member's Responsibility:***

- ☐ The member must ensure the boat is prepared for shipment to avoid additional charges.
- ☐ Pay all accessorial service charges, including special packing, crating and handling costs. This includes the difference between special boat rates and the Government cost to transport a like weight of HHG. Be aware these costs are expensive.
- ☐ Remove pilferable items, clothing, televisions, skis and similar items. Lower or remove all antennas, masts, fishing/trolling poles and outriggers
- ☐ Ensure the boat is ready for the TSP on the agreed upon pickup date. The TSP can charge you for attempted pickup cost.

### ***Methods of Shipping Your Boat***

#### **Methods of shipping your boat domestically**

- ☐ Any boat less than 14 feet long without a trailer, and dinghies and sculls of any size may be shipped as HHG with your HHG shipment.
- ☐ Boats 14 feet or longer, or less than 14 feet with a trailer may be moved as a separate HHG shipment; such moves are normally arranged by the transportation office.
- ☐ Personally Procured Move (PPM) includes hiring a commercial mover or sailing the boat yourself.

#### **Methods of shipping your boat internationally**

- ☐ Any boat and/or trailer that fits into a standard overseas container and small boats such as canoes, kayaks and rowboats may be shipped with your HHG in accordance with Item 701 of the International Rate Solicitation.
- ☐ Other boats also may be moved with member's HHG but will require separate rates to be solicited under the OTO program.
- ☐ Personally Procured Move (PPM) includes hiring a commercial mover or sailing the boat yourself.

## **Movement of a Boat as a Principal Residence**

When your boat is your principal residence, you have two movement options

☐ Within the CONUS and to or from Alaska you may sail it yourself and receive the actual transportation cost subject to the limitations in JFTR, pars. U5510-B2, U5510-B3, U5510-C5, U5510-C6 and U5510-C7 or the automobile mileage rate in JFTR. par. U2600 for overland mileage for the official distance between the authorized points.

### **Note: Your travel and transportation allowances may be limited**

☐ Let the Government arrange to move your boat. In this case the Government will pay up to what it would cost to ship the like weight of HHG up to your maximum HHG weight allowance.

☐ If you live on your boat and move it as a principal residence, you are not authorized a separate shipment of HHG. Movement of a boat as a principal residence is governed by the same rules and regulations as shipping a mobile home. The rule restricting shipment to any place outside the CONUS except Alaska is the same as that for a mobile home. Ask the counselor at the transportation office for the *Moving Your Mobile Home* pamphlet. If after reading the pamphlet you decide to let the Government arrange movement of your boat, the counselor will provide specific information.

## ***Firearms***

When shipping firearms within or to the CONUS, you must comply with local and/or state laws, and Bureau of Alcohol, Tobacco, Firearms and Explosives (ATFE) regulations. For website, see the last page of this pamphlet. For shipments to overseas countries, you must abide by the laws of the host country. When returning firearms from overseas to the United States, you must identify your firearms on your individual customs declarations and obtain ATFE Forms 6 and 6A. These forms are required to bring firearms into the United States. The forms are available on the ATFE website and the process period may be as long as 6 weeks. Some basic rules include:

- ☐ Make the firearm inoperable by removing the bolt, firing pin, trigger assembly and other arming parts.
- ☐ Remove all ammunition from the firearm.
- ☐ Ensure the firearm information is written on the inventory: make, model, serial number, unique characteristics, and caliber or gauge.
- ☐ Firearms shipped in containerized shipments must be placed in the number one container to insure easy access by custom officials.

To be safe do not carry firearms on your person, except as authorized by local laws and regulations. When carrying a weapon, be sure to check the laws of all states or countries you will travel through on the way to your new duty station.

### ***Compliance with the law is your responsibility***

The counselor at your transportation office will advise you only on limitations and requirements contained in military regulations and directives.

***Remember: Local and state laws vary regarding possession and registration of firearms.***

### ***Storage***

The Government authorizes temporary (short-term) and non-temporary (long-term) storage depending on the type of orders issued (PCS, retirement, separation and TDY). Discuss your situation with the counselor to determine which type of storage applies to you. If goods go into non-temporary storage, you must keep the origin transportation office informed of any changes of address or orders. Do not assume that because you are extended on an overseas tour that the origin office will be notified and extend your entitlement to shipment. You must make sure this is done.

### ***Arranging the Move***

Your transportation office will make all arrangements necessary to schedule packing and pickup of your HHG. Be prepared when you go to your transportation office and have the following:

- ☐ Six copies of your orders (and amendments/endorsements) for each type of shipment planned (HHG, NTS, UB, etc.). If counseled on-line, you may email, fax, or mail a copy of your orders to the responsible personal property office.
- ☐ An idea of when you want to move. Be as flexible as possible when selecting HHG pack and pickup dates. Your preferred dates may not be available during some periods such as summer or days near the official holidays. Avoid scheduling lease termination or house sale closing on the same date your HHG will be packed, picked-up, or delivered. Leave some time in your schedule for the unforeseen.

***You must be available between the hours of 8:00 am to 5:00 pm on pack, pick up, and delivery dates.***

- ☐ The date you plan to arrive at your new duty station. The counselor uses this date to determine the required delivery date (RDD) of your shipment(s).

***For example, if you know you are unavailable to accept a shipment for three months, do not schedule a HHG delivery date during the three months you are not available.***

- ☐ Have an idea of the types of shipments you expect to make and the estimated weight of each.
- ☐ The minimum excess cost is approximately \$100.00 per hundred pounds over the maximum weight allowance. If you haven't used an item, or you plan to get rid of it "soon" we encourage you to "pitch it before we ship it".
- ☐ A list of large or unusual items (plasma TV, piano, pool table, china cabinet, wall unit, satellite dish, hot tub, boat, motorcycle, recreational vehicle, etc.).
- ☐ If you are unable to visit the transportation office, you may appoint your spouse or an agent to act on your behalf. A letter of authorization signed by you or a power of attorney is required. Be sure the person you choose knows what you want, have the information to make the right arrangements. Remember, this person is acting for you, and you are responsible for that person's decisions.

### ***Documents***

The counselor will prepare an "Application for Shipment and/or Storage of Personal Property" (DD Form 1299) during your interview. Read the form carefully before you sign. Incorrect information can cost you money and delay your shipment. When you sign the form, you agree to pay any excess costs incurred with the movement and/or storage of your property. **Never sign a blank form.** Do not forget that an estimate of the weight of your PBP&E must be on the form. This constitutes an official declaration of intent to ship professional materials.

You will receive a copy of all forms you sign. ***Keep them close at hand. These are important documents. Hand-carry them. Do not lose them. Do not pack them in any of your shipments.***

### ***Claims for loss and damage and Insurance Decision***

Unfortunately, you may suffer loss or damage to your personal property when moved by a TSP or other third party. As you are probably already aware, if your property is lost or damaged in shipment you have a right to file a claim with the Government for

reimbursement. However, the Government may not pay you the full amount of your loss, because of limits on the maximum amount that can be paid for certain categories of items (*see table below*). You may also purchase additional insurance for your move through the Government, TSP, or from a private insurance company. To decide whether you should obtain additional insurance, you need to know some basic information about how the Government pays claims for HHG moves.

Generally, the Government pays for the repair of damaged items of personal property, for the replacement of items lost, or destroyed up to the actual value of the item at the time HHG were picked up. The Government cannot pay a claim for more than the item is actually worth. An important factor in determining the value of property is depreciation. Except in unusual cases, a used item is worth less than a new item of the same type. For example, if you shipped a 5 year-old sofa that would cost \$400 to buy new, and the sofa were lost; the claims office would apply a depreciation rate of 5 percent per year. Five percent depreciation per year for 5 years equals 25 percent. You would receive \$300 for your lost sofa (\$400 - 25% depreciation (\$100) = \$300).

The Government statutory maximum amount for a claim is \$40,000 and \$100,000 under extraordinary circumstances. There are maximum amounts paid for specific types of property within the Government maximum limitation. For example, if you lost a stereo system in a move, the maximum amount the Government can pay is \$1,000 per item and \$4,000 per claim. See table on page 27, of this pamphlet for a sample list of maximum allowable amounts.

Now that you know about depreciation, the maximum amount usually allowable for a claim, and additional maximum amounts allowed for specific types of property, you must decide whether you need additional insurance protection.

Private insurance is an option and is the only additional protection available for overseas shipments, to include Hawaii

**You have to arrange for that coverage; the transportation counselor cannot do it for you.**

### ***Insurance Options***

Claims adjudicated under Basic Coverage are based on the depreciated replacement value. If you file the claim with a military claims office you will be subject to the maximum allowable limits in the chart starting on page 27, of this pamphlet. If you file directly with the TSP, the TSP does not impose any limits on payments for different types of property, but their overall payment will be limited to no more than \$1.25 per pound times the weight of the shipment in pounds. You may also purchase additional protection from the TSP through the transportation office known as Option 1 and Option 2. Under Option 1, the TSP is responsible for paying you the actual value of any lost or destroyed items (still applying depreciation), without regard to maximum amounts allowed for certain items or the \$40,000 maximum usually applied to a claim and is limited only by the value you placed on the shipment. Under Option 2, also known as full replacement protection, the TSP is responsible for paying you the cost of replacing lost or destroyed items without applying depreciation or maximum allowable amounts



but the TSP liability is limited to \$3.50 x the net weight of the shipment or \$21,000, whichever is greater.

**NOTE:** Payment of any additional amounts under Option 1 or 2 depends upon the ability to obtain such payments from the TSP. The Government does not guarantee payment.

### COVERAGE TABLE

Plan	Cost	Liability	Area of Coverage
<b><u>BASIC COVERAGE</u></b>  Full value coverage. (Depreciated replacement or repair value)	No cost	\$1.25 X net weight of the shipment	For all domestic and International moves and NTS
<p>Example: For a 10,000 pound shipment moved from Alabama to Maryland, the TSP's maximum liability is \$12,500. If the TSP lost an Oriental rug worth \$18,000, the Government initially would pay you \$2,000 (the maximum allowable for a single rug) and seek an additional \$10,500 from the TSP (\$12,500 maximum liability). If the Government is successful in recovering the whole amount requested, you would receive \$10,500, for a total of \$12,500. For this reason, you might consider purchasing additional protection.</p> <p>NOTE: Basic Coverage includes NTS lots. There is no option for increased coverage for NTS shipments.</p>			

### **OPTION 1**

<b>Plan</b>	<b>Cost</b>	<b>Liability</b>	<b>Area of Coverage</b>
<b><u>OPTION 1</u></b>  Additional  Depreciated Value  Coverage	64 cents per \$100  of additional  valuation (over  Basic Coverage)	Full depreciated  value coverage	For moves that begin  and end in the  CONUS or Alaska  and coming out of  NTS. Not valid on  overseas shipments,  shipments to or from  Hawaii, during NTS,  or for local moves.

Your transportation office can arrange this increased protection upon your request, but you must make this request at the time of counseling.

***After-the-fact requests are not accepted.***

***Option 1 coverage must appear on your DD Form 1299 and on your Personal Property Government Bill of Lading.***

Example: If you place a valuation of \$30,000 on your 10,000-pound shipments, the TSP's maximum liability is \$30,000 (not \$12,500 under increased release valuation, discussed above). Cost to you would be \$112. The Government pays the first 64 cents per \$100 for coverage of \$12,500; you would pay 64 cents per \$100 on the remaining \$17,500 (\$17,500 divided by \$100 = \$175; \$175 X 64 cents = \$112). In our preceding example of the Oriental rug, the claimant would ultimately receive the full \$18,000 under Option 1 coverage if the Government were successful in its recovery efforts against the TSP.

## OPTION 2

Plan	Cost	Liability	Area of Coverage
<b><u>OPTION 2</u></b>  Full replacement value coverage  <i>no depreciation is applied to replacement costs</i>	Minimum coverage is \$21,000 or \$3.50 x net weight of the shipment—  whichever is greater (see Option 2 cost chart below)	Full replacement value coverage	Not available for HHG/UB to/from overseas, including Hawaii, or during periods of NTS and local moves.
<p>Full replacement protection also may be purchased from your transportation office. <b><i>You must request this coverage at the time of your initial counseling. Option 2 coverage must appear on your DD Form 1299 and on your Personal Property Government Bill of Lading (GBL).</i></b> If you buy this option, you must submit a claim to the TSP first, and the TSP may choose to repair or replace items rather than pay money to you. The Government accepts a claim only if the TSP denies the claim, if delay would cause hardship, or if the carrier fails to settle the claim satisfactorily within 30 days. Example: For a 10,000-pound shipment, the full replacement protection must be at least \$35,000 (10,000 lbs X \$3.50 = \$35,000). The charge is 85 cents per \$100 of the stated valuation. Total insurance cost would be \$297.50. The Government would pay \$80 of this cost, and you pay the balance of \$217.50.</p>			

## OPTION 2 COST TABLE

SHIPMENT WEIGHT (Pounds)	COST OF FULL REPLACEMENT PROTECTION	GOVERNMENT SHARE	MEMBER'S SHARE
5,000	\$178.50	\$40.00	\$138.50
7,000	208.25	56.00	152.25
9,000	267.75	72.00	195.75

10,000	297.50	80.00	217.50
12,000	357.00	96.00	261.00
14,000	416.50	112.00	304.50

### ***Commercial Policy***

For moves within the United States and overseas or stored shipments, you can obtain additional coverage from a commercial insurance company. Some private insurance companies and HHG TSPs sell insurance to cover certain items of personal property during moves. Some homeowner policies may cover some items in shipment; check your policy or with your insurance company.

### ***TSP Liabilities***

For international shipments (including Hawaii), the TSP's liability is \$1.25 times the net weight of the shipment.

For items placed in non-temporary (long-term) storage after 1 January 1997, the warehouseman's liability is \$1.25 times the net weight of the shipment.

## **RESPONSIBILITIES**

### ***Your Responsibilities***

A good move depends largely on how much you get involved and how well prepared you are when the TSPs arrive. The following is a guide to assist you and may be used as your record of tasks accomplished.

### ***Your Responsibilities At Origin***

- ☐ Keep your transportation office informed of any change in your orders or other changes, such as a current telephone number or e-mail address where you are available until you leave your old duty station.
- ☐ Do not change your shipping dates unless necessary. Changing moving dates, especially during summer months, can mean a lengthy delay in getting your move rescheduled. Contact the transportation office immediately if rescheduling the shipping dates is necessary, not the TSP. Notify the transportation office if you are not available during the scheduled HHG dates. Failure to do so will require you to pay a HHG charges for an attempted pick-up before another shipping date is arrange by the Transportation Office.
- ☐ Contact the origin transportation office if the TSP, or the TSP's representative has not contacted you a few days prior to your scheduled pickup date.

- ☐ You or your representative designated in writing must be home when the TSPs arrive to pack and remove your belongings.
- ☐ Thirty days in advance is not too early to begin preparation for your move.
- ☐ Ensure that the cleanliness of your residence or pickup location will not hinder the job performance of the crew that will pack your property.
- ☐ Remove your TV antenna/disconnect satellite dish.
- ☐ Empty, defrost, and thoroughly wash the inside of your refrigerator and/or freezer. To keep mildew at a minimum during transit and storage, these appliances need at least two days to dry out. Leave doors open after cleaning.
- ☐ Drain water from hot tubs and waterbeds.
- ☐ Remove window air conditioners.
- ☐ Disconnect and prepare all components such as stereos, turntables, compact disc players, videodisc players, computers, printers, televisions, and VCRs for the move.
- ☐ Disconnect all appliances, such as washer, dryer, and cooking stove. Charges associated with disconnecting these appliances are your responsibility, completed prior to the HHG pack and pick-up dates. If you are shipping or storing a front-load washer please make sure to provide necessary hardware (retaining/shipping bolts).
- ☐ Disconnect plasma television; to include un-mounting it from the wall.
- ☐ Dispose of foods that could spill or spoil in transit or storage.
- ☐ Dispose of worn out and unneeded items before the move to avoid wasteful packing, moving, or storage expenses and, most importantly, excess weight to you.
- ☐ Remove hanging objects scheduled for shipping from the walls, ceilings and cabinet. This includes curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.
- ☐ Dismantle outdoor play equipment and outdoor structures (utility sheds, playhouses, swing or gym sets, etc.).
- ☐ Ensure personal property items are free of soil/pest infestation—that is, gypsy moths, brown tree snakes, etc. Remember: Complying with requirements of the U.S. Department of Agriculture and state laws is your responsibility.
- ☐ Remove personal property from an attic, crawl space, or similar storage area within the residence. The TSP's are not required to go into areas which:
  - Are not accessible by a permanent stairway (ladders are not considered a permanent stairway),
  - Are not adequately lighted,
  - Do not have a finished floor, and
  - Do not allow a person to stand erect.
- ☐ Have your property separated by shipment and distinctly marked. Put items that are to go in the UB shipment in one room, distinctly mark items for storage, items not to be packed, and so on. This reduces the chance of items getting into the wrong shipment or preventing shipment of discarded items. When possible, dispose of all trash and items to be discarded prior to the TSP's arrival.

- ☐ Separate your professional items and any authorized additional consumables. Be sure they are identified on the inventory as "PBP&E", "Pro Gear" or "consumable items", as the items are weighed separately.
- ☐ Remove all old TSP markings and stickers from furniture and boxes.
- ☐ Identify contents left in drawers. Be sure the inventory reflects the contents.
- ☐ **Safeguard all cash, jewelry or other expensive items.**
- ☐ Airline tickets and passports are important documents. It is a good idea to keep these items locked in your car, or ask a friend or neighbor to keep them until your HHG shipment is picked up.
- ☐ Ensure each carton and loose item (e.g., ladder, rake, etc.) has an inventory tag and all tag numbers appear on the inventory.
- ☐ Monitor the wrapping and packing of your items. Make sure everything is wrapped individually and adequately. Make sure heavy items are not packed on top of light items. Do not allow your property to be taken to the warehouse to be packed without first consulting the transportation office.
- ☐ Drain all gasoline, oil, and water and remove the battery from power-driven equipment (motorcycle, moped, lawn mowers, etc.) prior to pickup.
- ☐ Have any pre-packed boxes, cartons or totes available for the TSP to check. TSPs may repack items in pre-packed containers to ensure safe transport of your property.
- ☐ **Carefully read the inventory prepared by the TSP's personnel before you sign.** Look at it from time to time while the items are packed. Ensure all boxes and loose items are listed correctly on the inventory. If a box contains crystal, or ceramic figurines, make sure the inventory says "crystal" or "Hummel's" or "Lladros," etc., instead of a generic description such as "kitchen items" or "glass."
- ☐ **Make sure major items, e.g., pieces of stereo equipment are individually noted on the inventory with complete and accurate descriptions.**
- ☐ If the packers list "color television," have them add the size, make, model, and serial number (when readily accessible). This procedure also applies to stereo and video components. Closely check the string of symbols showing pre-existing damage. These symbols are explained in the top, right-hand corner of the inventory. For example, "BR 2-4-5-3" means "broken, bottom, front-left corner." A good inventory shows what you shipped and what condition the item was in at the time of pickup. If your inventory is inaccurate, tell the TSP's representative, and write down why you disagree at the bottom of the inventory in the space marked for exceptions.
- ☐ Do not argue with the TSP's representative. If you have a problem, call your transportation office at once.
- ☐ Do not sign anything until you read, understand, and agree with it. You must be provided a legible copy of everything you sign. **Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand.**

### ***Your Responsibilities At Destination:***

- ☐ Contact the destination transportation office as soon as possible after your arrival even though you may not know the delivery address for your personal property. The transportation office needs a telephone number and/or address where you can be reached on short notice.
- ☐ As soon as you have a delivery address for your personal property, call the transportation office again and provide this information.
- ☐ If possible, be prepared to accept delivery of your property as soon as it arrives. This will prevent additional handling, reduce the chance of loss or damage, and reduce or eliminate storage expenses.
- ☐ You or your representative designated in writing must be home on the day of delivery.
- ☐ Know in advance where you want each piece of furniture placed in your new residence. The TSP is required to place each piece only one time.
- ☐ Check each carton or item off the inventory. Make sure everything that was picked up is delivered.
- ☐ If you discover loss and/or damage at the time of delivery, list any damaged or missing items with appropriate inventory numbers on the “Joint Statement of Loss or Damage at Delivery” (DD Form 1840) to avoid problems. Make sure you carefully look over your property, and list any missing inventory line items and noticeable damage at this time. The DD Form 1840 serves as a quality control document for the TSP. **Be sure that you enter an estimated dollar amount of loss and/or damage in Block 14C on DD Form 1840.** If you do not note damage on the DD Form 1840, the TSP will receive credit for a good move even if you later note damage on the 1840R as stated below in the section covering your responsibilities after the move.
- ☐ Do not sign for services if the TSP did not perform them.
- ☐ Do not argue with the TSP. Contact the destination transportation office if problems arise.

### ***TSP's Responsibilities at Origin***

The TSP is responsible for packing and preparing all your property for shipment. You can expect the TSP to begin service between 8 a.m. and 5 p.m. The start and completion of any service provided by the TSP can vary depending on the type of move—that is, non-temporary storage, international shipment, etc. Contact your local transportation office for specifics. However, if you have no objection to the TSP beginning service before or after these hours, let the origin transportation office know. If the TSP determines special crating or handling (special services) of your HHG is necessary they should contact the responsible transportation office for authorization. If

you request special services of your HHG and the TSP does not feel it is necessary for the safe transportation of the item(s) the responsible transportation office will make the final determination. If special services are not authorized by the responsible transportation office and you request the service, you will be liable for all cost associated with the service you requested.

**At pickup, the TSP must:**

- ☐ Protect appliances against damage while in transit; this means the TSP will secure moving parts that, if allowed to move in transit, could damage the appliance.
- ☐ Use new, clean packing materials for linen, clothing, and bedding.
- ☐ Use new or like-new packing materials for all other items. Excelsior or newspaper is not allowed. Items packed in boxes should be padded and insulated from carton walls.
- ☐ Pack mirrors, pictures, and glass tabletops in specially designed cartons.
- ☐ Wrap and protect all finished surfaces from marring or scratching. Usually this is accomplished through use of furniture pads.
- ☐ Properly roll and protect rug and rug pads at residence. Only small throw rugs may be folded.
- ☐ Pack all designated professional books, papers, and equipment in separate boxes. These cartons must be marked “PBP&E or “Pro-Gear”, weighed separately, and listed on the inventory form.
- ☐ Put all nuts, bolts, and screws from a disassembled item in a bag and attach securely to the item.
- ☐ Mark each carton to show general contents.
- ☐ Prepare an accurate and legible inventory.
- ☐ Obtain approval from the transportation office prior to loading on the tailgate of the moving van.
- ☐ Remove all excess packing material from your residence.

***TSP's Responsibilities at Destination***

You can expect the TSP to begin services between 8 a.m. and 5 p.m. The start and completion of any service provided by the TSP can vary depending on the type of move—that is NTS, international shipment, etc. Contact your transportation office for specifics. However, if you have no objections to the TSP beginning service before or after these hours, let the destination transportation office know. At the time of delivery, the TSP must:

- ☐ Perform a one-time placement of rugs **prior** to placement of your HHG.
- ☐ Unpack and unwrap all cartons, boxes, and crates.
- ☐ Place each item or carton in the room you indicate. This one-time placement includes placing unpacked articles in cabinets, cupboards, or on kitchen shelves when convenient, safe, and it is your desired location. Have placement planned out before the TSP arrives. TSP's are required to place each item only once.



- ☐ Assemble all furniture and equipment disassembled by the TSP's at origin.
- ☐ Remove packing and blocking from appliances. The TSP is not required to connect appliances to electric, gas, or water outlets.
- ☐ Jointly with you, make a written record of any loss or damage on the "Joint Statement of Loss or Damage at Delivery" (DD Form 1840), sign the document, and obtain your signature. The TSP's representative must leave three copies of DD Form 1840/1840R with you.

As stated earlier, TSPs are not required to go into an attic, crawl space, or similar storage area for the purpose of delivering and placing personal property. This includes areas that:

- Are not accessible by a permanent stairway (ladders are not permanent stairways),
- Are not adequately lighted,
- Do not have a finished floor,
- Do not allow a person to stand erect.

Once the shipment has been delivered, the TSP is not required to deliver property to a self-storage facility.

***BEWARE: It is not advisable to waive unpacking at any time during the delivery. However, if unpacking is waived the TSP is not required to return later to unpack or remove debris.***

## **DURING AND AFTER THE MOVE**

### ***Evaluation of Move***

At some time during delivery of your personal property, an inspector representing the destination transportation office may drop by to check on your delivery. If you have any questions or problems, inform the inspector or contact the destination transportation office.

### **Completion of the Customer Satisfaction Survey (CSS) and Evaluation of Your Move**

Your voice counts! After receiving your delivery at destination you are asked to complete a CSS survey. The CSS is the primary source of data that will be used in determining the performance portion of each TSP. **It is very important to update your email address at destination.** You will be counseled on the importance of completing the CSS on the web upon delivery of each shipment moved. If you did not complete this survey you will receive an e-mail reminder. You, as a customer, can assist in improving the quality of personal property moves. Your voice counts and every survey completed will enhance the program. To access the survey after you received your login and password please go to:  
<https://icss.eta.sddc.army.mil/Survey/login.aspx?ReturnUrl=%2fSurvey%2fDefault.aspx>

### *Words of Caution*

Regardless of how well a TSP may pack your personal property, there is a chance something may be lost or damaged. If this happens, you have the right to file a claim. Please read the fine print on the Joint Statement of Loss and Damage at Delivery (DD Form 1840 (pink form))

Loss and/or damage noted during the HHG delivery is recorded on the “Joint Statement of Loss or Damage at Delivery” (DD Form 1840 (pink form)). Use a continuation sheet if more room is required.

Make sure you note on the bottom of the DD Form 1840 that there is a continuation sheet. This form also serves as a notice to the TSP of loss or damage and a receipt of delivery. If you do not list missing inventory line items or obvious damage on this form at delivery, you may forfeit your chance of being paid for this loss or damage. **Be sure that you enter an estimated dollar amount of loss and/or damage in Block 14C on DD Form 1840.**

Additional loss and/or damage discovered after the completion of HHG delivery is recorded on the “Notice of Loss or Damage” (DD Form 1840R—**the reverse side of the DD Form 1840**). Deliver the completed DD Form 1840R to your local claims office no later than 70 days from date of delivery. Navy personnel turn in the DD Form 1840R to their servicing PPO/PPSO. **Failure to deliver the completed form within 70 days or to list all items may result in a lesser amount payable on your claim.** In many instances this may result in the non-payment of your entire claim! Annotation of loss or damage on the TSP’s inventory or any other form is not acceptable for processing a claim. The only documents for recording shipment damage or loss are DD Form 1840 and 1840R. Remember: The TSP has the right to inspect and offer to repair damaged articles. Do not throw anything away unless instructed to do so by local claims personnel. It is important you not sign any delivery document (the inventory, DD Form 619 or DD Form 1840) until the TSP’s representative has completed all required services. However, do not refuse to sign these documents before the TSP’s representative departs if you have noted loss or damage on the DD Form 1840. If at any time during delivery and unpacking you think you are not receiving the quality of move the Government is paying for, call the transportation office. If it seems necessary to call, do so before signing any documents and before the TSP’s representative departs.

### *Filing Your Claim*

If you sustain loss or damage to your personal property, promptly contact the claims office for assistance. You must allow inspection of the property by both the Government and the TSP at either’s request. **Do not dispose of any damaged items until all authorized parties have inspected the damage or instructed to do so by the claims**

**office.** You may dispose of mildewed or smoke damaged items that you are unable to clean as soon as the claims inspection is completed. For other damages, keep the articles until the claim is settled and the claims office authorizes disposal of damaged items.

The claims office must receive your claim against the Government within **two years of the date of delivery**. Filing your DD Form 1840/1840R is not the same as filing a claim.

To assure prompt settlement, file claims as soon as possible. Keep in mind that you cannot legally receive double payment for the same damage. Should this happen, you are responsible for returning any overpayment to the Government.

### ***Inconvenience Claims***

There are times when a TSP fails to pick up or deliver your personal property as scheduled. This may cause some financial hardship for you and your family. You may file an inconvenience claim against the TSP for failure to meet scheduled pickup or delivery dates. This may provide some relief for you. The TSP is not liable for inconvenience if the delay was caused by acts of God, acts of the public enemy, acts of the Government, acts of the public authority, violent strikes, mob interference, or delays of Code 5, Code J, or Code T shipments, caused by the Government as TSP negligence did not contribute to the delay. To determine which code your shipment moved, check with your transportation office. The claim can only be for out-of-pocket expenses caused by the TSP's failure to act on the agreed date.

Out-of-pocket expenses are all expenses incurred by a member and their family members because they are not able to use the item in the shipment or to establish his or her household. Expenses include but are not limited to, lodging, meals/food, laundry service, furniture and/or appliance rental, to include rental of a television or other similar expenses such as towels (two per person), pots, pans, paper plates, plastic knives, plastic spoons, plastic forks, paper and/or plastic cups, and napkins. A request for reimbursement of alcoholic beverages in any quantity is prohibited. The member understands that out of pocket expenses claimed must be reasonable and relate directly to relieving a definite hardship being suffered by the member or the member's dependents.

The transportation office at your new duty station can assist you, but you are responsible for filing the inconvenience claim directly with the home office of the TSP.

### ***You should understand:***

- ☐ The inconvenience claim can result in the expenditure of funds for lodging, food, rental/purchase of household necessities, and directly related miscellaneous expenses.
- ☐ The purchase of household items must be reasonable and relieve a definite hardship.
- ☐ If purchasing tangible household items such as (towels, pots, and pans, etc.), the TSP may make arrangements to reclaim those items upon delivery of your shipment.
- ☐ Maximum liability for lodging and meals/food will not exceed the per diem lodging rate and meals incidental rate for member/employee and each family

- member.
- ☐ You must document the claim fully with an itemized list of charges and accompanying receipts for charges incurred.
  - ☐ Charges are computed from the day after the RDD and through the day of actual delivery of the shipment.
  - ☐ The TSP is not responsible for payment of an inconvenience claim when a shipment is ordered in SIT at destination, regardless of the RDD, unless the need for SIT is a direct result of your failure to effect delivery of the shipment by the RDD and you were officially ordered away from the area at the time delivery was available.
  - ☐ TSP's are quick to deny inconvenience claims that appear to be excessive and/or unreasonable.

If your claims are justified but denied by the TSP, contact the destination transportation office for assistance. The transportation office representative should assist you with your appeal to the TSP's home office. If the appeal does not resolve the claim, your transportation office may forward the file to Headquarters, Surface Deployment and Distribution Command (SDDC) (formerly Military Traffic Management Command) that will go to the TSP's home office again.

### ***Private Real Property Damages***

If the movers damage your residence (rented or privately owned) during pickup or delivery, contact the TSP's office immediately. You should also contact the legal office for assistance; however these types of claims are between you and the TSP or agent involved.

<b>MAXIMUM ALLOWABLE LOSS OR DAMAGE PAYMENTS</b>		
Air conditioners	\$1,500	per item
Antiques ( <i>does not include furniture</i> )	\$1,000 \$5,000	per item per claim
Appliances (gas or electric)	\$1,500	per item
Satellite dishes, projection televisions, spas, hot tubs	\$2,500	per claim
Audio recordings (blank and commercially recorded) which includes cassette/reel-to-reel tapes, CDs, and phonograph records	\$3,000	per claim
Automobiles and all motor vehicles including motorcycles during shipment ( <i>does not include mobile homes</i> )	\$20,000	per vehicle
Automobile paint jobs ( <i>complete</i> ) ( <i>Cost of loss/damage plus paint job will not exceed the \$20,000 maximum allowable allowance</i> )	\$2,000	per vehicle

MAXIMUM ALLOWABLE LOSS OR DAMAGE PAYMENTS		
Automobile radios, tape players, and accessories ( <i>cost of loss/damage plus this audio equipment will not exceed the \$20,000 maximum allowable allowance</i> )	\$750	per claim
Bicycles	\$750	per item
Binoculars	\$350 \$1,500	per item per claim
Boats	\$15,000	per claim during shipment
Boating equipment and supplies	\$500	per claim
Books	\$3,000	per claim
Camping equipment and supplies	\$2,500	per claim
Candles	\$100 \$500	per item per claim
Ceramic animals ( <i>floor type, such as large elephants, etc.</i> )	\$250 \$750	per item per claim
Chandeliers	\$1,500 \$3,000	per item per claim
Chess sets and all game equipment	\$500	per claim
China ( <i>fine</i> )	\$3,000	per claim
Clocks		
<i>Grandfather/grandmother</i>	\$1,500	per item
<i>Other than grandfather/grandmother</i>	\$750	per item
<i>Total of all</i>	\$3,000	per claim
Clothing		per person, per claim
Age 15 and older	\$3,500	per person, per claim
Infant through age 14	\$1,500	
*Collections and hobbies ( <i>coins, stamps, electric trains, bottles, etc.</i> )	\$4,000	per claim
Computers and all accessory equipment	\$4,000	per claim
Crystal	\$4,000	per claim
Dental equipment and instruments	\$1,500	per claim
Desk and writing equipment	\$100	per claim
Dolls (decorator)	\$500	per item
Drafting, mapping & sketching equipment	\$500	per item
Drapes and blinds	\$3,000	per claim
Electrical and gas appliances	\$1,500	per item
<i>Satellite dishes, projection televisions, spas, hot tubs</i>	\$2,500	per claim
Firearms	\$2,000	per claim
Food ( <i>nonperishable</i> )	\$500	per claim
Furniture ( <i>in general</i> )	\$3,000	per item

MAXIMUM ALLOWABLE LOSS OR DAMAGE PAYMENTS		
<i>(Sectional sofa, dining table and chair set, or German Schrank is considered one item)</i>		
Furs	\$1,500 \$3,000	per item per claim
Lamps	\$500	per item
Linens <i>(all types)</i>	\$400 \$2,000	per item per claim
Medical equipment and instruments	\$1,500	per claim
Memorabilia <i>(includes snapshots, snapshots albums, souvenirs, emblems, plaques, trophies, movie films, photographic slides, etc)</i>	\$1,000	per claim
Microscopes, telescopes	\$500 \$1,500	per item per claim
Musical instruments <i>Piano, organ, or player piano, harp</i> <i>Other musical instruments</i>	\$5,000 \$1,500	per claim per claim
Objects of art	\$1,000 \$4,000	per item per claim
Outdoor structures <i>(includes swing sets and storage sheds)</i>	\$500	per claim
Paintings and pictures	\$1,000 \$3,000	per item per claim
Photographic equipment and accessories	\$2,000	per claim
Pool tables	\$1,500	per item
Professional equipment	\$1,500	per claim
Room dividers, folding screens, etc.	\$500 \$1,000	per item per claim
Rugs	\$2,000 \$4,000	per item per claim
Silverware <i>Sterling silver and fine pewter, silver plate or other metal ware</i>	\$5,000 \$2,000	per claim per claim
Sporting equipment and supplies	\$2,500	per claim
Stereo items and all accessories	\$1,000 \$4,000	per item per claim
Taxidermy items	\$500	per claim
Television sets	\$1,500	per item
Tools and tool boxes for emergency use <i>Shipped in a vehicle</i>	\$200	per claim
Tools, in HHG or UB <i>Manual or Power</i>	\$1,500	per claim

<b>MAXIMUM ALLOWABLE LOSS OR DAMAGE PAYMENTS</b>		
Tool chests or boxes <i>In HHG or UB</i>	\$500	per claim
Toys	\$1,500	per claim
Typewriters	\$750	per item
Video recordings (blank & commercial)	\$3000	per claim
Video recorders, video cameras, and accessory equipment	\$1,000 \$2,500	per item per claim
Watches	\$500	per item
Waterbeds ( <i>includes frame</i> )	\$3,000	per item
Wedding albums	\$750	per claim
Wedding gowns	\$1,000	per claim
Wigs ( <i>includes hairpieces</i> )	\$500	per claim

**NOTE:** This list does not include all maximum payment categories and is subject to change. For a complete listing and current allowances, contact your local claims office. You are urged to consult the claims officer if you have any questions regarding property that does not appear on the above list or that seems to have monetary value higher than maximums listed.

## **Personally Procured Move (PPM)**

### **GENERAL**

The PPM program is an alternate means of moving your personal property. This program is an option available to you or a deceased member's next of kin. The program allows you to personally move household goods (HHG) and either be reimbursed up to the Government's cost or to collect an incentive payment from the government when you have orders for permanent change of station (PCS), temporary duty (TDY), separation (ETS) or retirement (RET), or assignment to/from or between Government quarters. You can use a Privately Owned Vehicle/Trailer or Rental Truck/Trailer (or combination of) to move HHG instead of having the Government ship your property. You may use the program to move all or a portion of your authorized JFTR weight allowance. The more you know and understand about the program, the smoother your move will be.

The personal property counselors have information on the methods and procedures for making a personally procured move. You may choose one of the methods stated below, either alone or in conjunction with a Government arranged move. Your personal property counselor will prepare the DD Form 2278 (Application for Personally Procured Move and Counseling Checklist).

Whether you use a Privately Owned Vehicle/Trailer or Rental Truck/Trailer, hired a Commercial Carrier, Government HHG shipment, or elected a combination of the above options to perform a personally procured move; the PPM reimbursement is

equal to 95 percent of the Governments' constructed cost (see JFTR, pars. U5320-D6 and U5320-E).

**Privately Owned Vehicle (POV) Personally Procured Move:** You will use a POV, moving aids and packing material and perform all the labor yourself.

**Personally Procured Move: Using Rental Vehicles:** You personally procure a rental vehicle, equipment, moving aids, and packing material and will perform all the labor yourself.

**Personally Procured Move: In Connection With a Government Arranged Mobile Home Shipment:** Articles of HHG that can otherwise be authorized for shipment at Government expense, which must be removed from a mobile home to meet safety requirements, may be moved under this program. Such items include, but are not limited to, heavy appliances and furniture, air conditioners, skirts, awning, etc. Incentive payments are contingent on not exceeding your total allowable cost.

### ***Approval***

The Personal Property Office **must provide counseling and prior approval** for a PPM move. Failing to comply with Service requirements of the program may limit payment or result in complete denial of your claim. Articles not meeting the definition of HHG in JFTR, Appendix A, are not authorized in the total weight to be shipped.

### ***Excess Costs***

Actual authorized moving costs that exceeds the Government cost is at your expense. If you draw an advance allowance based on the estimated weight of your HHG, and the actual shipment weight is less, you will be required to reimburse the Government the excess amount.

**PERFORMING A PPM DOES NOT ELIMINATE THE POSSIBILITY OF EXCESS COST.**

**Note: This weight combined with the weight of ALL your other shipments is not to exceed your maximum authorized JFTR weight allowance.**



### ***Estimating Weight***

The most important step in avoiding paying back any of your advanced operating allowance is accurately estimating the weight to be moved.

### ***Weight Allowances***

The Joint Federal Travel Regulation (JFTR) weight allowances are applicable in connection with TDY, PCS, ETS, RET and local moves. Your personal property counselor can advise you of your authorized weight during your counseling session. You are required to complete an inventory of household goods to determine an estimated weight.

### ***Incentive***

As an incentive to participate in the program, you are authorized to be reimbursed 95% of what it would cost the Government to transport the HHG using the Surface Deployment and Distribution Command (SDDC) domestic personal property rate solicitation, or the local drayage contracted cost. The computation is based on actual weight transported or your authorized JFTR weight allowance (which ever is less). Your personal property counselor can estimate the constructive move cost based on the estimated weight to be moved and the authorized distance from origin to destination. Distance is computed based on point-to-point distance set forth in the Defense Table of Official Distance.

Incentive payment estimates, provided at the time of counseling, are **estimates only**. Over estimating the weight of your shipment may result in a larger than authorized advance allowance. If this happens, you are required to reimburse the Government the amount advanced that exceeded your authorized amount for the actual weight moved.

The member's responsibility under the PPM program is:

- ☐ Obtain the necessary equipment, moving aids, packing materials, and vehicles to safely transport your property.
- ☐ Locate weight scales to obtain certified weight tickets (empty and full weights) for each segment of the move.
- ☐ Obtain receipts for expenses IAW Service and IRS requirements.
- ☐ Submit a settlement claim to the destination transportation office. The transportation office can provide guidance on submitting your final documentation. If you elected an advance operating allowance, you should file your final settlement claim within 45 days after the start of the move. Failure to file in a timely manner could result in recouping of advanced operating allowance from your pay.

### ***Operating Expenses***

Operating expenses you incur to perform the move may be applied to your income tax filing. See current IRS publication for information. Authorized expenses include payment for rental vehicles/trailers, packing materials, moving equipment (hand trucks or appliance dollies), blanket wraps, gasoline, and oil expenses, (not oil changes), itemized expenses that may be directly related to PPM such as tolls, cost for weight tickets, etc. These costs are deducted from the incentive payment to determine the financial profit for tax purposes.

This does not include: tow hitches added to your POV, winterizing your POV, replacement of tires, flat tire repair, cracked or broken windshields, and any other service or repairs to your POV.

**Note: You should always contact your transportation office prior to arranging or performing a PPM.**

### ***Advance Operating Allowance***

You are authorized an advance operating allowance to help with your operating cost. This allowance is limited to 60% of the Government shipping cost. The operating allowance helps defray the cost of rental vehicle, gasoline, oil, tolls, packing material, moving equipment, and other services directly related to the move. Your personal property counselor can determine the amount based on your estimated weight.

### ***Travel Allowances***

|     \*If you select the Personally Procured Move, you are also authorized a monetary allowance in lieu of transportation for you and your dependents if they ride to the new destination in the rental or POV. These payments are processed **separately** at the Finance Office on a DD Form 1351-2 (Travel Voucher) and **are not** considered entitlements under Personally Perform Move program.

### ***Weight Tickets***

You **must obtain** weight tickets for all Personally Procured Transportation moves, regardless of weight allowance. The weight tickets must be obtained from a certified weight scale and must show the empty weight and the loaded weight of the vehicle. You must specifically request weight tickets from the TSP if hiring your own since some may not furnish weight tickets to commercial customers. Your personal property counselor can provide you with a list of certified scales at counseling time. The following information must be on weight tickets:

- Name and Location of the scale
- Date
- Identification of weight entries as tare, gross, or net
- Signature of weigh master
- Name, rank and social security number of service member

**\* No incentive payment will be paid without weight tickets. (see JFTR, par. U5320-D3 for guidance when weight tickets are not available).**

You must obtain a certified weight ticket for the **empty weight** of the vehicle and then again for the **vehicle after it is loaded**. No passengers are to be in the vehicle when obtaining the weight tickets. Weight tickets should reflect the status of the gas tank e.g., full,  $\frac{3}{4}$  tank,  $\frac{1}{2}$  tank,  $\frac{1}{4}$  tank, and empty. If making multiple moves (i.e., TDY to several locations) separate weight tickets are required for each segment of the move.

If you are going to tow your POV behind the rental vehicle, the POV must be disconnected before obtaining weights.

### ***Temporary Storage***

PPM shipment is authorized for temporary storage only when circumstances prevent HHG delivery to the residence. Temporary storage arranged by the member must be stored in a commercial storage facility (i.e., Public Storage) used by the general populace to store personal property. Reimbursement for commercial storage is limited to the actual expenses incurred not to exceed the Government's constructed cost to store a like weight of household goods within the members JFTR weight allowance. You should have a residence available for delivery of the household goods upon arrival at destination. If not, you should contact the destination Transportation Office prior to making arrangements for storage. There is no storage authorized in connection with a local move.

**Types of storage may include:**

- Extending truck or trailer rental time, keeping personal property in the vehicle.
- Use of mini-storage warehouses or conventional storage facilities subject to time limits in the JFTR, par.U5375.

\* If you store property in a mini-storage/commercial warehouse or rental vehicle/equipment, you must pay for the storage fees and file for reimbursement once the property is removed.

***Insurance Coverage***

If you are planning to use a trailer for a Personally Procured Transportation move, check your automobile insurance policy to see if you are properly covered in case of loss or damage. Some automobile insurance companies extend coverage when trailers are towed behind a POV; others may not. If you must procure additional insurance, the Government does not reimburse that expense. If you are involved in an accident, the other party may file a claim against you or your insurance company. In such cases, the law of the state where the accident occurs determines liability. As a result, you may be held personally financially liable if they have inadequate insurance coverage to satisfy all damage and third-party injury claims or lawsuits resulting from an accident.

***Claims for Loss and Damage***

If you do all of the work and drive the vehicle that is transporting your goods, or have friends or someone you hire do it, you assume the risk for and are responsible for preventing loss and/or damage before, during, and after the move. Submit claims in accordance with current Service regulations. Because PPM move participants are responsible for arranging the entire move, claims for loss and/or damage are generally not paid except in those cases where an act transpires that is beyond your control (vehicle accident, fire, or theft, etc.) and it is determined that you are free of negligence. If you contract with a commercial moving company to pack or transport your goods, you will have to file a claim directly against that carrier before you can file a claim for loss and damage with the Government. The Government will not pay you for any amounts that you could have recovered from the carrier with which you had the contract.

You have the right to file a claim with the Government for loss and damage. Claims will generally not be paid except in those cases when an act transpires that is beyond your control and you are free of negligence. Any claim for loss or damage resulting from rough handling, improper packing or a vehicle collision that is considered to be your fault will be disapproved on the basis of negligence. You may

want to consider buying private insurance to cover personal property being transported if you believe the basic valuation coverage by the Government (\$40,000) is not enough to cover the value of the property. This added protection might be especially important if you are moving items for which the Government may pay limited maximum amounts if lost or damaged.

***Transportation of Unauthorized HHG Articles***

Shipment of unauthorized HHG items defined in Appendix A of the JFTR must be transported separated from authorized HHG which must be arranged by you, not the TSP. When non-HHG articles are disclosed, the member is financially responsible for all identifiable transportation costs for the articles. If the transportation cost of the articles cannot be established, the weight of the non-HHG articles is excess weight per JFTR, par. U5340-B. HHG shipments are subject to Quality Assurance inspections by the origin and/or the destination transportation offices.

***NOTE: IF YOU ELECT TO DRAW AN ADVANCE OPERATING ALLOWANCE WHEN PERFORMING A PPM SHIPMENT, YOU SHOULD SUBMIT YOUR FINAL SETTLEMENT CLAIM WITHIN 45 DAYS FROM THE START OF THE MOVE.***

**SUBMIT PPM SETTLEMENTS TO:**

ARMY AND AIR FORCE	<b>Active duty personnel:</b> Transportation Office at new permanent duty station <b>Retired/separated personnel and</b> <b>ARMY PCS Overseas / OCONUS</b> Last permanent duty station Transportation Office
NAVY	Fleet and Industrial Supply Center (FISC) Business Support Department HHG Audit Team Code 302 1968 Gilbert Street Suite 600 Norfolk, VA 23511-3392
MARINE CORPS	Commanding General ATTN: Code 470 814 Radford Boulevard Marine Corps Logistics Base Albany, GA 31704-1128
COAST GUARD <a href="http://www.fincen.uscg.mil/dity.htm">http://www.fincen.uscg.mil/dity.htm</a>	Commanding Officer ATTN: DITY Move Desk US Coast Guard Finance Center 1430A Kristina Way Chesapeake, VA 23326-0017

## WEB SITES TO VISIT:

- ***Air Force Personal Property & Passenger Travel*** web site has a multitude of relocation information available for all Service members at <http://afmove.hq.af.mil>
- ***Alcohol Beverage Control Boards for the United States***  
[http://www.ttb.gov/wine/control\\_board.shtml](http://www.ttb.gov/wine/control_board.shtml)
- Customer Satisfaction action Survey (CSS)  
<https://icss.eta.sddc.army.mil/Survey/login.aspx?ReturnUrl=%2fSurvey%2fDefault.aspx>
- GSA “FedRooms” program offers specially negotiated Federal government hotel rates with FEMA certified hotels, simplifying hotel selections for Government travelers. Website is <http://www.fedrooms.com>
- Homeowner’s Assistance Program (HAP) is a special relief program designed to provide financial assistance to eligible Military and Federal employee homeowners when the real estate market is so adversely affected by a military installation partial or complete closure, a reduction in scope of operations, or a realignment that the personnel are unable to dispose of their dwellings under reasonable terms and conditions  
<http://www.spk.usace.army.mil/organizations/cespk-re/hap/index.html>
- Internal Revenue Service Form 3903 and Publication 521, Moving Expenses.  
Websites are <http://www.irs.gov/pub/irs-pdf/p521.pdf>,  
<http://www.irs.gov/pub/irs-pdf/f3903.pdf>
- Internal Revenue Service Form 4684 and Publication 4684; Casualties and Thefts.  
Websites are <http://www.irs.gov/pub/irs-pdf/i4684.pdf>  
<http://www.irs.gov/pub/irs-pdf/f4684.pdf>
- \*Moving Your Mobile Home; DA PAM 740-2  
[http://www.apd.army.mil/USAPA\\_PUB\\_search\\_P.asp](http://www.apd.army.mil/USAPA_PUB_search_P.asp) This site is called Army Publishing Directorate. At text box type in 740-2, this will open Moving Your Mobile Home or  
<http://www.belvoir.army.mil/jppsowa/files/Outbound/MovingMobileHome.pdf>
- Navy members can contact the Navy’s HHG Helpline at 800-444-7789 for assistance. *To determine if you qualify as a SMW customer please visit*  
[www.smartwebmove.navsup.navy.mil](http://www.smartwebmove.navsup.navy.mil)

- Per Diem, Travel and Transportation Allowance Committee (PDTATAC) maintains and implements new statutory changes to the Joint Federal Travel Regulations (JFTR). Within the regulations are per diem, travel and transportation allowances, relocation allowances, and certain other allowances of Uniformed Service members (including regular and reserve components) based on law. Website is <https://secureapp2.hqda.pentagon.mil/perdiem/>
- POV Locator, <http://www.whereismypov.com/WhereIsMyPovSplash.asp>
- Program Management Office - Defense Travel System (PMO-DTS), <http://www.dtstravelcenter.dod.mil>
- Shipping a POV:  
<http://www.sddc.army.mil/sddc/Content/Pub/8808/DBCN8808.pdf>
- Storing a POV:  
<http://www.sddc.army.mil/sddc/Content/Pub/8810/DBCN8810.pdf>
- Surface Deployment And Distribution Command, SDDC  
<http://www.sddc.army.mil/Public/Home>
- Weight Estimator Form is at website:  
<http://www.sddc.army.mil/Public/Personal%20Property/Reference%20Library/Weight%20Estimator?summary=fullcontent>
- Weight Estimator Pamphlet:  
<http://www.sddc.army.mil/sddc/Content/Pub/7292/RTHCN7292.pdf>
- *You can also find the mobile home pamphlet on line at:*  
<http://www.belvoir.army.mil/jppsowa/files/Outbound/MovingMobileHome.pdf>